

## IN THE CLAIMS

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1. (Currently amended) A computer-implemented method for a network-based facility, the method comprising:

facilitating a submission of a complaint to the network-based facility, the complaint relating to a network-based transaction between a first party and a second party, the first party and the second party generating the network-based transaction;

associating an identifier to the complaint;

facilitating a dialog between the first party and the second party to provide a resolution of the complaint associated with the identifier; and

facilitating a claim for insurance if the complaint is not resolved.

2. (Original) The method of claim 1, wherein the network-based facility is a network-based online auction facility and the network-based transaction is a network-based online auction transaction.

3. (Currently amended) The method of claim 1, wherein the facilitating of the submission of the complaint includes:

providing an interface for at least one of the parties ~~a user~~ to input information for the complaint.

4. (Currently amended) The method of claim 3, wherein the providing of the interface includes:

providing an interface for the first party a bidder ~~or~~ and an interface for a the second party seller selected by the user.

5. (Currently amended) The method of claim 1, wherein the facilitating of the resolution includes:

providing a status interface for one of the parties a user to view a current status and ~~or~~ provide comments related to the complaint associated with the identifier and ~~or~~ an interface to report a status of the complaint associated with the identifier.

6. (Currently amended) The method of claim 5, wherein the providing of the status interface includes:

providing an interface for one of the parties a user who is complained against to input comments related to the complaint associated with the identifier.

7. (Currently amended) The method of claim 1, wherein the facilitating of the claim for insurance includes:

providing an interface for one of the parties a user to file an insurance claim if the complaint has not been resolved after a certain period of time.

8. (Currently amended) The method of claim 1, wherein the facilitating of the resolution includes:

providing an interface allowing one of the parties a user who is complained against to respond to the complaint.

9. (Currently amended) The method of claim 1, wherein the facilitating of the resolution includes:

exchanging comments between the first party ~~a complaining user~~ and ~~a complained~~  
~~against the second party user~~ regarding the complaint associated with the identifier, wherein the  
first party is a complaining party and the second party is a complained against party.

10. (Currently amended) A network-based facility system, comprising:

a database configured to maintain records of network-based transactions; and

e) a processing unit configured to facilitate a submission of a complaint from a first user  
party against a second party, the complaint relating to a network-based transaction record  
maintained by the database, the network-based transaction being between the first party and the  
second party, to associate an identifier to the complaint, to facilitate a dialog between the first  
party and a second party to provide a resolution of the complaint associated with the identifier,  
and to facilitate a claim for insurance if the complaint is not resolved.

11. (Previously presented) The network-based facility system of claim 10, wherein the network-based transaction record is a network-based online transaction record.

12. (Currently amended) The network-based facility system of claim 10, wherein the processing unit is further configured to provide an interface for the first party ~~a user~~ to input information for the complaint.

13. (Currently amended) The network-based facility system of claim 12, wherein the processing unit is further configured to provide an interface for the first party ~~a bidder~~ or and an

interface for the second party, wherein the first party is a buyer involved in the network-based transaction and the second party is a seller involved in the network-based transaction. ~~a seller selected by the user.~~

14. (Currently amended) The network-based facility system of claim 10, wherein the processing unit is further configured to provide a status interface for each of the parties ~~a user~~ to view a current status and provide comments related to the complaint associated with the identifier and ~~or~~ an interface to report a status of the complaint associated with the identifier.

15. (Currently amended) The network-based facility system of claim 14, wherein the processing unit is further configured to provide an interface for the second party ~~a user~~ who is complained against to input comments related to the complaint associated with the identifier.

16. (Currently amended) The network-based facility system of claim 10, wherein the processing unit is further configured to provide an interface for the first party ~~a user~~ to file an insurance claim if the complaint has not been resolved after a certain period of time.

17. (Currently amended) The network-based facility system of claim 10, wherein the processing unit is further configured to provide an interface allowing the second party ~~a user~~ who is complained against to respond to the complaint.

18. (Currently amended) The network-based facility system of claim 10, wherein the processing unit is further configured to facilitate exchange of comments between the first party ~~a~~

~~complaining user and the second party a complained against user~~ regarding the complaint associated with the identifier.

19. (Currently amended) A machine-readable medium that provides instructions, which when executed by a machine, cause said machine to perform operations comprising:

facilitating a submission of a complaint to the network-based facility, the complaint relating to a network-based transaction between a first party and a second party, the first party and the second party generating the network-based transaction;

associating an identifier to the complaint;

facilitating a dialog between the first party and the second party to provide a resolution of the complaint associated with the identifier; and

facilitating a claim for insurance if the complaint is not resolved.

20. (Original) The machine-readable medium of claim 19, wherein the network-based facility is a network-based online auction facility and the network-based transaction is a network-based online transaction.

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